Washington State Administrative Office of the Courts

ISD Transformation

ISD Monthly Status Report for the Judicial Information System Committee (JISC)

September 2010

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Background & Overview

Background

In 2008, the Judicial Information System Committee (JISC) directed the Administrative Office of the Courts (AOC) to modernize and integrate the Judicial Information System. For the 2009-2011 biennium, the Legislature approved funds to fulfill that direction. The budget proviso stipulated that a portion of those funds was for the development of a comprehensive Information Technology (IT) strategy and detailed business and operational plan. This strategy included the development of a fully operational Project Management Office (PMO), the implementation of IT Governance, the establishment of an Enterprise Architecture (EA) Program, the implementation of a Master Data Management (MDM) solution, and a focus on Data Exchanges.

To plan the modernize-and-integrate strategy, AOC contracted with two industry leaders, Ernst & Young and Sierra Systems. The firms performed analysis of the current business problems, the organization's capability and maturity to successfully implement the modernization and integration strategy, and planned a detailed IT strategy to guide the modernization over the next several years.

Upon the completion of an IT strategy and business plan, AOC's Information Services Division (ISD) began implementation of a multi-year operational plan with the launch of five transformation initiatives in September 2009: Project Management Office (PMO), IT Portfolio Management (ITPM), Enterprise Architecture Management (EAM), Information Technology Governance (ITG), and Organizational Change Management (OCM).

In addition to the transformation initiatives, AOC ISD continues to work on other approved priorities including data exchanges, e-ticketing stabilization, equipment replacement, disaster recovery and on-going maintenance and operations of legacy systems.

JIS Transformation Plan Overview

September 2010

Original Roadmap per IT Strategy June 19 - 2009

Actual

Revised

STATUS KEY ● = active/on track ▲ = Changes w/ Moderate impact ◆ = Significant rework/risk ⊖ = Not active ✔ = Completed

JIS Transformation Initiatives	Status		CY09 Q3	CY09 Q4	CY10 Q1	CY10 Q2	CY10 Q3	CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4
1. 0 Organizational Change Management - Phase I												
1.1 Develop Organizational Change Strategy	⊖	Planned										
		Actual			✔							
1.2 Implement New Organization Structure	⊖	Planned										
		Actual			✔							
2.0 Capability Improvement – Phase I												
2.1 Implement Change Management & Communications	⊖	Planned										
		Actual										
2.2 Implement IT Governance (ITG)	●	Planned										
		Actual					✔					
2.3 Implement Project Management Office (PMO)	●	Planned										
		Actual										
2.4 Implement IT Portfolio Management	●	Planned										
		Actual										
3.0 Capability Improvement – Phase II												
3.1 Implement Enterprise Architecture Management	●	Planned										
		Actual				✔						
3.2 Implement Solution Management	●	Planned										
		Actual										
3.3 Implement Relationship Management	●	Planned										
		Actual					✔					
3.4 Implement IT Service Management – change, configure, release	●	Planned										
		Actual										
4.0 Capability Improvement – Phase III												
4.1 Establish Vendor Management	⊖	Planned										
		Actual										
4.2 Mature Application Development Capability	⊖	Planned										
		Actual										
4.3 Establish Enterprise Security	⊖	Planned										
		Actual										
5.0 Capability Improvement – Phase IV												
5.1 Implement IT Service Management – Service Catalog, Incident, Problem	●	Planned										
		Actual										
5.2 Implement Performance Reporting (formally Financial Management Reporting)	⊖	Planned										
		Actual										
6.0 Capability Improvement – Phase V												
6.1 Establish Custom Development Capabilities	⊖	Planned										
		Actual										
7.0 Master Data Management												
7.1 Develop Data Governance Model	●	Planned										
		Actual										
7.2 Implement Data Quality Program	●	Planned										
		Actual										

Original Roadmap per IT Strategy June 19 - 2009

Actual

Revised

STATUS KEY ● = active/on track ▲ = Changes w/ Moderate impact ◆ = Significant rework/risk ⊖ = Not active ✔ = Completed

Initiatives JIS Transformation	Status		CY09 Q3	CY09 Q4	CY10 Q1	CY10 Q2	CY10 Q3	CY10 Q4	CY11 Q1	CY11 Q2	CY11 Q3	CY11 Q4
7.3 Develop Unified Data Model	⊖	Planned										
		Actual										
7.4 Implement MDM Tool	⊖	Planned										
		Actual										
7.5 Optimize Data Warehouse	⊖	Planned										
		Actual										
8.0 Migrate Data Exchanges												
8.1 Develop Migration Strategy	⊖	Planned										
		Actual										
8. 2 Develop File Based Exchanges	⊖	Planned										
		Actual										
8.3 Develop Transactional Transfers	⊖	Planned										
		Actual										
8.4 Migrate Exchanges Including JIS Link	⊖	Planned										
		Actual										
9.0 Migrate Web Sites												
9.1 Develop Migration Strategy	⊖	Planned										
		Actual										
9.2 Redirect Web Application Data Sources	⊖	Planned										
		Actual										
10.0 JIS Application Refresh												
10.1 Conduct Feasibility Study and Transition Planning	●	Planned										
		Actual										
10.2 Purchase, Configure and Deploy COTS	⊖	Planned										
		Actual										
11.0 Organization Change Management – Phase II												
11.1 Change Management in Support of JIS	⊖	Planned										
		Actual										
12.0 Ongoing Projects												
12.1 Natural to COBOL Conversion	●	Planned										
		Actual										
12.2 Superior Court Data Exchange	▲	Planned										
		Actual										
12.3 E-ticketing stabilization	●	Planned										
		Actual										
12.4 Parking Module enhancements - VRV	●	Planned										
		Actual										
12.5 Conduct Market Study – Superior Courts	●	Planned										
		Actual										
12.6 Conduct Feasibility Study – Road to Toll Support	●	Planned										
		Actual										
12.8 Equipment Replacement – External	●	Planned										
		Actual										
12.8 Equipment Replacement – Internal	●	Planned										
		Actual										
12.9 Conduct Feasibility Study - Superior Court Case Flow & Calendaring	●	Planned										
		Actual										
ISD – Feasibility Workgroup - Superior Court Adult Risk Assessment	●	Planned										
		Actual										

ISD Staff Recognitions

September Staff Recognitions

The Information Services Division (ISD) staff at AOC work in a variety of areas that extend beyond maintaining the JIS systems and working on new IT projects. They are also responsible to provide IT support to the other Divisions in AOC, the Supreme Court, and the Court of Appeals (COA).

It is always a pleasure to receive positive comments regarding the outstanding service that ISD staff provides the court community. In addition, we want to recognize our own staff for special achievements. This month, we would like to recognize the following ISD staff for their outstanding service:

- ***Yun Bauer*** was recognized by Jenni Christopher and Marti Maxwell for the case management reports that she provided to Marti. Yun was also told how nice she is to work with.

- ***Bill Cogswell, Kevin Ammons, Vicky Marin***, and ***Heather Morford*** were recognized for their creativity and hard work to take the IT Governance simulation game from concept to reality for the JISC Special Meeting. They spent a lot of time and energy into creating that exercise and it was well received by all who participated. It helped to demonstrate a few of the challenges that the JISC will face when it comes to prioritizing IT requests entered through the governance framework.

- ***Vicky Marin*** was recognized by Dexter Mejia for the IT Governance presentation she gave to the Access to Justice Board's Justice Without Barriers Committee.

- ***Kevin Ammons***, our IT Service Delivery Manager, has passed three exams that are part of the Information Technology Infrastructure Library (ITIL v3). He now has three certificates from the ITIL Expert Certificate Level. Congratulations to Kevin! The courses remaining for him to take and pass are:

    1. Release, Control, and Validation
    2. Continual Service Improvement
    3. Managing Across the Lifecycle

Since this is the first time reporting on staff recognitions, a few from prior months are included:

- In July, ***Lynne Alfasso, Ferd Ang, Lori Murphy,*** and ***Maria Padukiewicz*** were recognized by Justice Fairhurst for the research and assistance they provided to the JISC Public Case Search Workgroup. It was said that the support given by this group was the "consummate benchmark of what support should be." Way to go staff!

- In August, the Judicial Information Systems Committee (JISC) approved the "Future State Enterprise Technical Architecture" for AOC as proposed by the EA Team. The following staff were recognized for their knowledge, expertise, hard work, and the contribution they made towards the development of that architecture plan: ***Kumar Yajamanam, Tom Sampson, Eric Kruger, Gary Guinotte, Tariq Rathore, John O'Conner, John Howe, Bill Cogswell, Dennis Longnecker, Maria Padukiewicz, Beth McGrath, Deven Zipp, Aaron House, Les Williams, Monica Santanicola, Tracy***

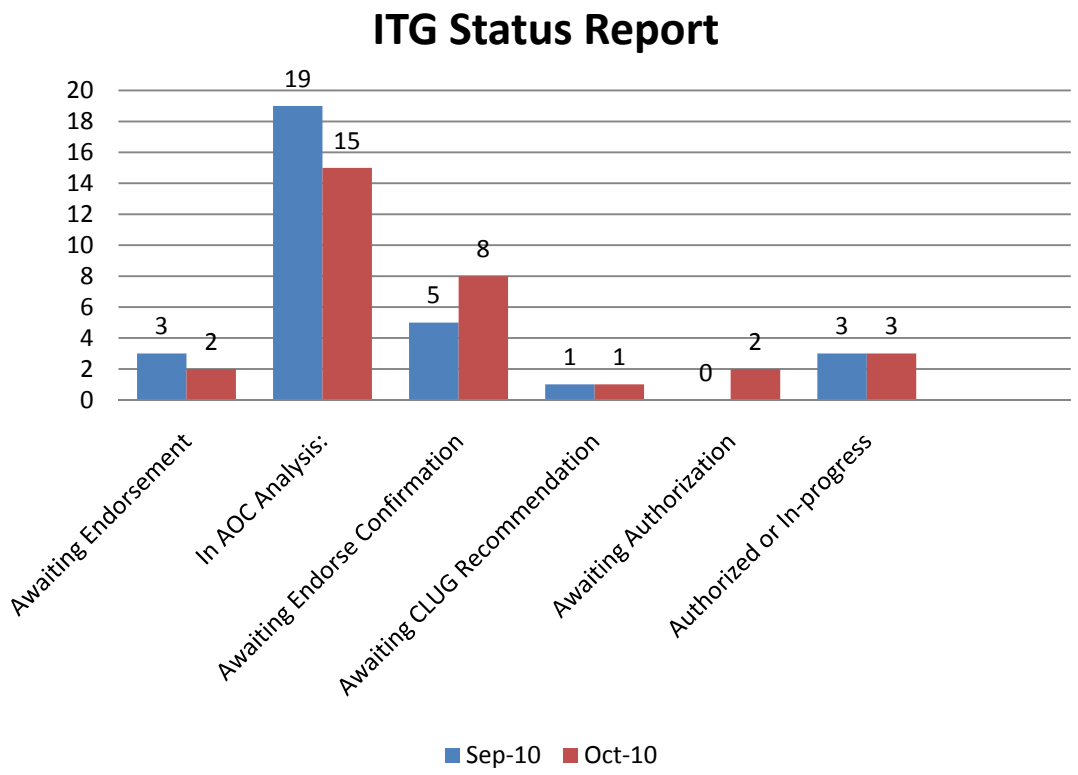
Wheeler, Robin Trail, Kermit Oglesby, Michele Young, Lori Murphy, Jeff Boyce, Chris Ruhl, Dexter Mejia, Janice Winn, Charlotte Jensen, Rhonda Rankin, Ferd Ang, Celeste Maris, Jim Herrera, Elaine Evans, Julie Wittrock, Ray Yost, and Paramjeet Basi. This was one of the "Transformation Initiatives" that was led and staffed solely with internal ISD/JSD resources. It helped us to achieve an important milestone. It is nice to know that their hard work did not go unnoticed. Way to go, Team!

Summary of Activities

IT Governance Update

The new IT Governance framework was implemented in July 2010. Since July, requests have continued to be initiatied and move through the stages of the governance process. As of this reporting period, all 14 Endorsing Bodies and 4 Court Level User Groups (CLUG) have been established and these groups are meeting as needed to review requests. The new governance process is working well and we are starting to see results as requests are approved and implemented.

The chart below demonstrates the volume of requests currently in the IT Governance process for Sept-Oct



IT Requests Authorized or In-Progress of Authorization

- **Request ID:** #002 – Superior Court Case Management System Feasibility Study
  Description: Conduct feasibility study to examine COTS caseflow and calendaring systems, plus LINX, to support potential acquisition and deployment of a system for the state's Superior Courts.
  CLUG: Superior Court (pilot) | **Authorized By:** JISC

- **Request ID:** #004 – Change Meretricious Relationship Cause of Action Code and Case Type
  Description: Create Committed Intimate Relationship cause of action code under case type 3 in SCOMIS and remove Meretricious Relationship cause of action code under case type 2 to comply with Supreme Court decision from 2007.
  CLUG: Mandated | **Authorized By:** CIO

- **Request ID:** #019 – Display Judgments (SCOMIS Case Type 9) as Part of Original Case
  Description: Change the way SCOMIS case types 9s (judgments) are displayed on public case search by making these cases appear as a link under the original case. This was part of the Public Case Search Workgroup report adopted by the JISC.
  CLUG: Superior Court | **Authorized By:** CIO

IT Governance Endorsing & Court Level User Groups Members

IT Governance

Judicial Information System Committee (JISC)

(5th Stage "Schedule" (approve))

- **Rich Johnson** COA Clerk/Admin Div 1 **(COA)**
- **Linda Bell** Civil/Infraction Div Mgr Pierce Co. Dist. **(CLJ)**
- **N.F. Jackson** Whatcom Co. Admin/Clerk **(Superior Crt)**
- **Judge J. Robert Leach** COA Div I **(COA)**
- **Justice Fairhurst** **CHAIR** **(Supreme Crt)**
- **Judge James Heller** Pierce Co. Dist **(CLJ)**
- **Jeff Hall** **Administrator** **(AOC)**
- **Judge Steven Rosin** Black Diamond Muni Crt **(Municipal Crt)**
- **Marc Lampson** **Attorney at Law** **(WSBA)**
- **Judge Michael Trickey** King Co Sup Crt **(Superior Crt)**
- **Yolande Williams** Seattle Muni Crt Admin **(CLJ)**
- **Judge Thomas Wynne** **VICE -CHAIR** Snohomish Co Sup Crt **(Superior Crt)**
- **Chief Robert Berg** Centralia Police Dept **(WASPC)**
- **William Holmes** Juvenile Crt Admin Kittitas Co. **(Superior Crt)**
- **Stew Menafee** Grays Harbor Co Prosecutor **(WA St Assoc of Prosecuting Attorneys)**
- **Siri Woods** Chelan Co. Clerk **(Superior Crt)**
- **Larry Barker** Chief Probation Officer Klickitat Co. Dist Crt. **(Misdemeanant Corrections Assoc.)**

COURT LEVEL USER GROUPS (4th Stage "Recommend")

Appellate Level User Group
4th Stage "Recommend"

Appointed by Chief Justice Barbara Madsen and Presiding Chief Judge Dennis Sweeney

Justice Debra Stevens – Supreme Court
Steve Goff, Commission - Supreme Court
Ron Carpenter, Clerk – Supreme Court
Susan Carlson, Deputy for Ron Carpenter
Rich Johnson, Clerk/Admin – COA 1
Judge J. Robert Leach – COA Div 1
David Ponzoha, Admin/Clerk – Div II
Renee Townsley, Admin/Clerk – Div III

Members

*** Blue Text indicates that person is member of JISC**
Updated10/13/2010

Superior Court Level User Group
4th Stage "Recommend"

At least 1 member from each group below:

- Superior Court Judges Association (SJCA)
- Assoc. of WA Superior Court Administrators (AWSCA)
- WA Assoc. of County Clerks
- Superior Court Family & Juvenile Law Committee (FJLC)
- WA Assoc. of Juvenile Court Admin (WAJCA)

Judge Jeanette Dalton (Chair)– Kitsap Co.
Sharon Paradis (Vice-Chair), Juvenile Admin – Benton/Franklin Co.
Judge Kitty-Ann van Doorninck – Pierce Co
Judge Patricia Hall Clark – King Co.
Paul Sherfey, Admin – King Co.
Frank Maiocco, Admin – Kitsap Co.
William Holmes, Juvenile Admin – Kittitas Co.
Mike Merringer, Juvenile Admin – Island Co.
Kevin Stock, Clerk – Pierce Co.
Betty Gould, Clerk – Thurston Co.
Siri Woods, Clerk – Chelan Co.

Members

Courts of Limited Jurisdiction User Group
4th Stage "Recommend"

At least 1 member from each group below:
District & Municipal Court Judges Association
District & Municipal Court Management Associations
Misdemeanant Corrections Associations

Cynthia Marr (Chair) – IT Specialist III Pierce Co. Dist Crt
Judge Kim Walden (Vice Chair) – Tukwila Muni Crt
Judge Mark Eide – King Co. Dist Crt
Larry Barker, Director of Adult Probation Services Klickitat Co.
Melanie Schwankl – Kirkland Muni Crt
Pam Springer – Admin Skagit Co. Dist Crt
Aimee Vance – Admin Kirkland Muni Crt

Members

Multi-Court Level User Group
4th Stage "Recommend"

At least 1 member from each group below, sub-committee members represent their court role
Appellate Courts: (judge or admin)
Superior Courts (judge or admin)
Juvenile Administrators:
County Clerks:
2 CLJ Members (DMCMA, DMCJA)
AOC Judicial Services Director
*Chairs of 3 JISC Sub-Committees: Data Dissemination Committee, Data Management Steering Committee, Codes Committee

(Initial members – Charter to be Approved)
Rich Johnson, Div 1 (Appellate Court & Data Management Steering Committee Chair)
Judge Thomas Wynne – Snohomish Co. (Superior Crt & Data Dissemination Committee Chair,
Pat Swartos – (Mason Co. Clerk & Codes Committee Chair)
William Holmes – (Juvenile Crt Admin., Kittitas Co. Superior Court)
Cynthia Marr – (Pierce District Crt., DMCMA)
Lynne Jacobs – (Issaquah Muni Crt. DMCJA)
Dirk Marler, AOC

Members

IT Governance

14 ENDORSING GROUPS (2nd Stage "Endorse")

Superior Court Judges Association
Judge Jeanette Dalton – Kitsap Co.
Judge Brian Tollefson – Pierce Co.
Judge Larry McKeeman – Snohomish Co.

Supreme Court
Justice Barbara Madsen
Justice Debra Stephens
Steve Goff, Commissioner

Court of Appeals Executive Committee
Presiding Chief Judge Dennis Sweeney
Rich Johnson, Admin/Clerk – Div 1
David Ponzoha, Admin/Clerk – Div II
Renee Townsley, Admin/Clerk – Div III

Superior Court Judges Association Family & Juvenile Law Committee
Judge Kitty-Ann van Doorninck – Pierce Co.
Judge Chuck Snyder – Whatcom Co.
Mark Gelman, Commission – Pierce Co.

Association of Washington Superior Court Administrators
Delilah George, President – Skagit Co.
Paul Sherfey – King Co.
Frank Maiocco – Kitsap co.

Washington State Association of County Clerks
Kevin Stock, President – Pierce Co.
Betty Gould – Thurston Co.
Siri Woods – Chellan Co.

AOC (for non-court requests)
Dirk Marler, Director, JSD
Chris Ruhl, Court Services Manager
Shirley Bondon, Court Access Manager
Carl McCurley, Research Manager

District & Municipal Court Management Association
Aimee Vance – Admin Kirkland Muni
Cathy Pashon – Admin Sumner Muni
Cynthia Marr – IT Specialist III Pierce Co. Dist
Kaaren Woods – Admin Orting Muni
Kris Thompson –Clerk Whitman Co. Dist
Lynne Jacobs – Admin Issaquah Muni
Pam Springer – Admin Skagit Co. Dist
Patricia Kohler – Director King C. Dist
Sandy Ervin – Admin Okanogan Co. Dist

Washington Association of Juvenile Administrators
Shelly Maluo, President – Pierce Co.
Sharon Paradis – Benton/Franklin Co.
Bonnie Bush – Spokane Co.

Codes Committee
Pat Swartos, Chair – Clerk Mason Co. (WSACC)
Linda Myhre-Enlow – Deputy Clerk Thurston Co. (WSACC)
Kathy Martin – Clerk Walla Walla Co. (WSACC)
Pat Austin – Sup. Crt Admin, Benton/Franklin Co. (AWSCA)
Michelle Moore – Sup Crt. Admin, Jefferson Co. (AWSCA)
Linda Bell – Pierce Co. Dist Crt (DMCMA)
Kathy Seymour – Bonney Lake Muni Crt (DMCMA)
Barbara Smith – Grant Co. Dist Crt (DMCMA)
Pam Springer – Skagit Co. Dist Crt (DMCMA)
Angela Hollis – Probation Officers, Skamania Co. Juvenile Crt (JCS)
Carol Vance – Juvenile Crt Clerk, Benton Co. Sup Crt (JCS)

District & Municipal Court Judges Association
Judge Stephen E. Brown – Grays Harbor Dist Crt
Judge Gregory J. Tripp – Spokane Dist Crt
Judge Sara B. Derr – Spokane Dist Crt
Judge Richard B. Kayne – Medical Lake Muni Crt.
Judge Glenn M. Phillips – Kent Muni Crt
Judge Frank V. La Salata – King Co. Dist Crt
Judge Judy Rae Jasprica – Pierce Co. Dist Crt
Judge G. Scott Marinella – Columbia Dist Crt
Judge Veronica Alicea – Galvan – Des Moines Muni Crt
Judge Patrick R. Burns – Auburn Muni Crt
Judge Linda S. Portnoy Lake Forest Park Muni Crt
Comm. Adam Eisenberg – Seattle Muni Crt
Judge Scott Ahlf – Olympia Muni Crt
Judge R.W. Buzzard – Lewis Co. Dist Crt.

Data Management Steering Committee
Rich Johnson, Chair – Admin/Clerk Div 1 (COA)
Larry Barker – Klickitas Co. Probation Serv. (MCA)
Judge D. Mark Eide – King Co. Dist Crt (DMCJA)
William Holmes – Admin Kittitas Co. Juv Crt. (WAJCA)
Lynne Jacobs – Issaquah Muni Crt (DMCMA)
Frank Maiocco – Admin Kitsap Co. Sup Crt (AWSCA)
Carl McCurley – AOC (WSCCR)
Judge Brian Tollefson – Pierce Co. Sup Crt (SCJA)
Siri Woods – Clerk Chelan Co. (WSACC)
Judge Thomas Wynne – Snohomish Co. Sup Crt (SCJA)

Misdemeanant Corrections Association
Linda Shaw, President -Clark Co. Corrections
Susan Fraser, Vice President – Bellevue Probation
Melanie Schwankl – Kirkland Muni Court Probation
Debbie Noland – Pasco Muni Court Probation
Linda Eiford – Skagit Co. Probation
Jim Smallwood – Pierce Co. Court Probation
Mindy Breiner – Tukwilla Probation
Janene Johnstone – Kent Muni Probation
Courtney Bridgefarmer – Klickitat Co. Adult Probation
Tracy Hoctor – Klickitat Co. Adult Probation

Data Dissemination Committee
Judge Thomas Wynne, Chair – Snohomish Co. Sup Crt.
Judge James Heller – Pierce Co. Sup Crt
William Holmes, Admin – Kittitas Co. Juvenile Crt.
Rich Johnson, Admin – COA Div 1
Judge Steven Rosen – Black Diamond Muni Crt
Judge Michael Trickey – King Co. Sup Crt
Siri Woods, Clerk – Chellan Co.

*** Blue Text indicates that person is member of JISC**
Note that the people listed are the main "contacts" for the endorsing group. The entire board or association or a sub-committee may weigh in on whether to endorse or not endorse a request as each endorsing group handles request differently. .

Last Updated 9/17/2010

Summary of Activities for September 2010

Transformation Initiative Activities

Initiative: 2.3 – Implement Project Management Office (PMO)	
Activities	***Impact/Value***
✓ An ISD employee skills matrix was developed to identify existing staff skills and a consolidated project list was created and placed on the PMO SharePoint site for easy viewing.	• The skills matrix and the project list will be tools for the Operation Control Board (OCB) to use in allocating resources across IT requests that will improve and inform their decisions.
Initiative: 2.4 – Implement IT Portfolio Management (ITPM)	
Activities	***Impact/Value***
✓ Work continues on the development of the initial set of portfolio asset metrics to populate the initial set of four portfolios which are JIS Applications, Non-JIS Applications, Planned Projects and Active Projects	• Once completed and implemented, AOC and JISC will have a structure for strategic portfolio planning and IT decision making to manage, monitor and measure the prioritization, costs and performance of IT assets
Initiative: 5.1 – Implement Service Management – Service Catalog, Incident, Response	
Activities	***Impact/Value***
✓ The first phase of 5.1, Service Catalog has been started. A Project Manager has been assigned and the kickoff meeting scheduled	• The initiative is now underway starting with the Service Catalog portion.

Upcoming Transformation Initiatives

The following initiatives will begin soon and will be reported on in subsequent reports

- 3.2 Implement Solution Management
- 5.2 Implement Performance Reporting (formally Financial Management Reporting)

Completed Transformation Initiatives

The following initiatives were completed last month and have transitioned into ongoing maintenance. The reports for ongoing activities for these completed initiatives are now found in the ISD Operational Areas section as shown below.

- ✓ 2.2 Implement IT Governance *(reported under Operations)*
- ✓ 3.1 Implement Enterprise Architecture Management *(reported under Architecture & Strategy)*
- ✓ 3.3 Implement Relationship Management *(reported under Architecture & Strategy)*

Summary for September 2010

Project Activities

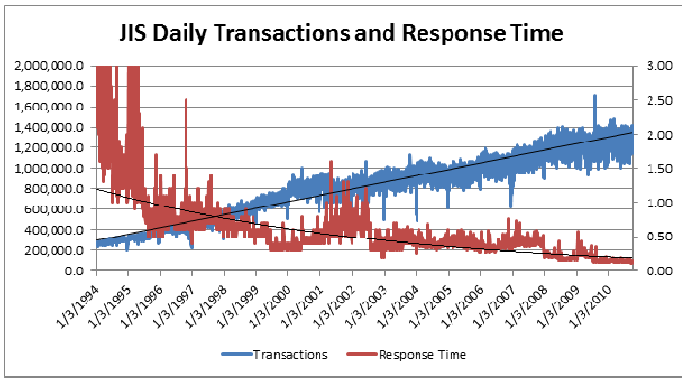
Note that VRV Data Services and e-Ticketing Stabilization have moved from a development project into maintenance and therefore are not being reported under approved projects but are now reported under the ISD operational area; Standards & Policies.

Project: Superior Court Data Exchange	
Activities	***Impact/Value***
✓ Completed the technical architecture documentation that frames the proposed (future) solutions ✓ Completed document as-is business model and requirements, and reached signoff of this documentation with the work group. ✓ Continued consolidation of business requirements into candidate business capabilities that will form associated data exchanges.	• The technical architecture documentation provides increased interoperability with other data exchanges • For the as-is business model, data needs were compared with those needs of calendaring, docketing and document imaging workgroups to assure continuity of devised data exchanges • The consolidation of requirements provides alignment of business capabilities with data exchanges.
Project: Superior Court Case Calendaring and Calendaring Feasibility Study	
Activities	***Impact/Value***
✓ Statement of Work has been approved for initiating vendor contract negotiations ✓ An executive sponsor committee proposal was drafted to provide support and oversight for the project. ✓ The final court subject matter (SME) sessions were held with judges and court administrators to start validating business requirements.	• The feasibility study will bring back research on available products that meet the needs for Case flow and calendaring at the Superior Court level to inform further IT decisions on purchasing and implementation of a solution. The Statement of Work clearly outlines the expectations of the vendor and the objective of the feasibility study. • An Executive Sponsor Committee will provide direct input from the key customer sponsors and help guide decisions for the project team. • The requirements sessions validate business requirements by the customers who actually do the business work rather than by AOC.

Summary for September 2010

ISD Operational Area Activities

Area: Architecture & Strategy	
Includes: Enterprise Architecture, Solution Management & Relationship Management	
Activities	***Impact/Value***
✓ Business Liaisons are working with courts and other stakeholders to form the multi-court level user group – the 4th IT Governance group, based on the outcome of the August JISC meeting. ✓ The EA team participated in the review of several of the new capability improvement work orders (i.e., Service Catalog, Solution Management, and Master Data Management), ✓ The Business analysts have compiled a base set of requirements for the Superior Court Case Management feasibility study requirements gathering and are preparing for the user sessions to be held later this month. ✓ EA team is in process of conducting a cost-benefit analysis for the conversion of legacy code which was written in a niche programming language called "Natural" to a more modern standard of either "COBOL" or "Java".	• The multi-court level user group (MCLUG) will address IT Governance requests that impact multiple court levels and will have the benefit of having members from the 3 JISC sub-committees and all court levels. • Review of the work orders by the EA teams brings an enterprise perspective to these initiatives. • The Business Analysts have been performing a critical role in the feasibility study to ensure that the business needs are clearly stated and understood and can be vetted by the court community efficiently and successfully. • The conversion from the "Natural" language is expected to provide significant cost savings

Area: Infrastructure	
Includes: Desktop Unit, Network Unit, Server Unit, Support Unit & System Database Unit	
Activities	***Impact/Value***
✓ September 2010 Disaster Recovery Test completed. • The Infrastructure team implemented a new building security system server to run the security system for the AOC buildings. The new server was rolled up as production server and a new back-up and restore plan was also implemented	• The test was extremely successful with all the JIS production systems being fully restored to the new location in Scottsdale Arizona which was a brand new location for us to use for disaster recovery. • The new building security server will allow AOC staff to manage the server from the Olympia location.
• This graph shows the JIS daily transactions since 1994. The transactions have gone from about 200,000 transactions a day with a response time in JIS of over 3 seconds to over 1.2 million transactions a day while the response time has decreased to under .25 seconds. This demonstrates how the infrastructure team has been able to increase the volume on JIS but decrease the wait time for transactions for JIS users.	

Area: Data Management	
Includes: Database Unit, Development Unit, Data Warehouse Unit	
Activities	***Impact/Value***
• Prepared superior court case management reports for release at the end of September. . • Prepared the Court Profile report for release at the end of September. • Completed tuning of the public data warehouse (PDW) to maintain the time it takes to load the information. • Completed indexing of the CLJ docket table to speed the generation of e-ticketing reports. • Prepared materials for discussion regarding the hardware to be used for the Master Data Management (MDM) initiative. This included calculations regarding total cost of ownership and a comparison of options offered by various providers	• This will allow superior courts to run all case management reports on demand, as well as giving them the ability to manipulate the data and to add additional information pertinent to their courts • Prepared the Court Profile report for release at the end of September. Previously, courts had to submit an e-service request to have the report run. Turn-around time varied depending on availability of resources. Release Court Profile on the warehouse will allow the courts to run the report on demand at any time. • Due to increasing the information provided in the PDW to support judgment cases, the load time was beginning to exceed the allotted window. This tuning keeps the load time within the window so that the information provided on the public website remains current within two hours • These materials will assist ISD in choosing the most cost effective solution to meet the needs of the initiative

Area: Operations	
Includes: All applications; Web team, Java team, Legacy team, JCS team, Service Delivery and IT Governance	
Activities	***Impact/Value***
• Domestic Order program improvements • The Java group completed phase 1 of the e-Ticketing Stabilization project which provided significant improvements in performance and capacity • The web team completed work to significantly improve security for the guardianship application. • The service delivery and web teams completed the enhancements and improvements to the IT Governance website and added the three JISC sub-committees; Data Management Steering Committee (DMSC), Data Dissemination Committee and Codes Committee to the IT Governance website as Endorsing Groups • The IT Governance team received 21 IT requests during the reporting period into the IT Governance website.	• Courts will now see on the Individual Case History and Defendant Case History screens if there is any active DV order on the case. A new status lets the court know whether there is an order on the case and what the status of that order is. It previously only showed the status of the most recent order which could be misleading. It provides additional information to courts to improve decision making. • The work by the web team eliminated the security concerns with guardianship application. • The IT Governance website automates the movement of the IT requests through the governance process, creating efficiencies, transparency and accountability.

Area: Standards & Policies	
Includes: Quality Assurance and Test Group, Portfolio Management, Standards and Training, Resource Coordination, Project Management Office Coordination, and projects.	
Activities	***Impact/Value***
✓ The Quality Assurance team completed drafts of the work orders for Capability Maturity Model and Software Quality Assurance which will outline the expectations and activities for each function. ✓ The new Software Quality Assurance SharePoint web site has been developed and is in final review. ✓ E-Ticketing stabilization team continued work on the developing testing scenarios. • The Vehicle Related Violations (VRV) Data Exchange team continued work on the Performance Benchmark Testing Environment	• Providing overall IT testing processes, procedures, and framework for increasing IT capability will ensure that AOC has a structure in place for increasing quality and performance of applications and systems. • This site will provide one place where all test team project information can be shared easily. Additionally this site also provides the understanding, accountability and efficiencies while providing standards and best practices in software quality assurance. • Continued testing of the e-Ticketing system will ensure that an increased load is supported. • Tests are required to validate the ability to withstand impact of increased volumes to the system.

Detailed Status Reports

Status Update Key

	Green = Progressing as planned.
	Yellow = Changes with moderate impact
	Red = Severe changes or significant re-work is necessary.

Transformation Initiative Status Reports

Transformation Initiative Reports

Initiative: 2.3 Implement Project Management Office (PMO)

JIS Operational Plan: Capability Improvement Phase I

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Deven Zipp
Business Area Manager: Jody Graham, Standards & Policies Manager	**Consultant/Contracting Firm:** Sierra Systems

Description: The PMO ensures consistent "best practice" project management throughout every step of a project, improving project success rates and delivering effective support for decisions to keep projects aligned with organizational priorities.

Business Benefit: The Project Management Office provides standardized methods to increase IT efficiency, cut project costs and improve project delivery in terms of time and budget.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
	✕			

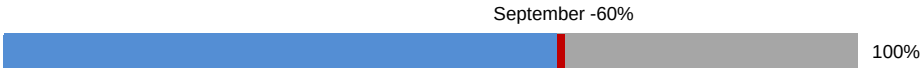
JISC Approved Budget	**Allocated**	**Actual (thru August 31st , 2010)**
	$ 734,000	$214,500

Current Status

Scope	Schedule	Budget
●	●	●

Current Status Notes: PMO Deliverables are being redefined and therefore initiative progress bar has been changed from 70% complete to 60% complete.

Initiative Progress



Initiative Start Date: September 2009	**Current Scheduled Completion Date:** December 2010

Activities Completed this Reporting Period	**Impact/Value**
• An ISD employee skills matrix was developed to identify existing staff skills. A consolidated project list was created and will be placed on SharePoint for easy viewing access	The skills matrix and the project list will be tools for the Operation Control Board (OCB) to use as part of the IT Governance process in allocating resources across IT requests. Additionally the tools for cost estimating, cost control and budgeting were drafted to help manage project costs and risks effectively throughout the life of a project.
Activities Planned for Next Reporting Period	**Impact/Value**
✓ Continue work on the resource utilization tool that combines the skills matrix and project list for the Operation Control Board (OCB) to use in allocating resources across IT requests	Will improve decision making for IT requests and resource management
• Complete cost estimating, cost control and budgeting tools to manage specific projects.	Will improve the project estimates and overall project management

Initiative: 2.4 Implement IT Portfolio Management (ITPM)

JIS Operational Plan: Capability Improvement Phase I

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Martin Kravik
Business Area Manager: Jody Graham, Standards & Policies Manager	**Consultant/Contracting Firm:** Sierra Systems

Description: IT Portfolio Management (ITPM) provides a structure for strategic portfolio planning and IT decision making to manage, monitor and measure prioritization, costs and performance of IT assets. IT investments are measured using both financial and non-financial measurements and ITPM specifically provides information on what to continue investing in verses what to divest from. IT Portfolio Management provides risk profile analysis, how to decide on diversification of projects and how to provide continuous alignment with business goals and standardization of investment procedures, rules and plans.

Business Benefits: IT Portfolio Management when implemented will provide the information necessary to make informed decisions on what IT investments to continue to invest in and what to divest in to save costs and improve performance.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
	✕			

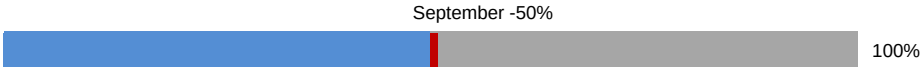
JISC Approved Budget	**Allocated**	**Actual (thru August 31st , 2010)**
	$ 645,000	$254,500

Current Status

Scope	Schedule	Budget
●	●	●

Current Status Notes: ITPM Deliverables were redefined and therefore initiative progress bar has been changed from 80% complete to 50% complete. Project is on schedule.

Initiative Progress



Initiative Start Date: September 2009	**Current Scheduled Completion Date:** November 2010

Activities Completed this Reporting Period	**Impact/Value**
• Work continues on the development of the initial set of portfolio asset metrics and on the population of the initial set of portfolios which are JIS Applications, Non-JIS Applications, Planned Projects and Active Projects	Once completed and implemented, AOC and JISC will have a structure for strategic portfolio planning and IT decision making to manage, monitor and measure the prioritization, costs and performance of IT assets
Activities Planned Next Reporting Period	**Impact/Value**
° Continue work on the development of the initial set of portfolio asset metrics and on the population of the initial set of portfolios which are JIS Applications, Non-JIS Applications, Planned Projects and Active Projects.	Once completed and implemented, AOC and JISC will have a structure for strategic portfolio planning and IT decision making to manage, monitor and measure the prioritization, costs and performance of IT assets

Initiative: 5.1 Implement IT Service Management –Service Catalog, Incident, Response

JIS Operational Plan: Capability Improvement Phase II

Executive Sponsor(s) Vonnie Diseth, CIO	**IT Project Manager:** Eric Wuolle (Service Catalog)
Business Area Manager: Jody Graham, Standards & Policies Manager	**Consultant/Contracting Firm:** Sierra Systems

Description: The development of Service Management capabilities ensures the ability to manage changes to the JIS environment and underlying infrastructure and includes the coordinated management of IT services from concept through design, construction, deployment, support and retirement. Service Management compliments and integrates with the efforts of customer service, solution management, application development, and project management to provide complete lifecycle coverage of IT products and services. The Service Catalog portion of the initiative describes each of the IT services provided by AOC to its customers. The objective of the service catalog is to facilitate communication with AOC customers as the single source of information on all the IT services and the formal service levels associated with each of those services. The catalog includes a description of the service itself, the service level agreement for the service, descriptions of the authorized user and requestor roles, usage costs, and how the service is provided.

Business Benefit: Service Management ensures that AOC is aligning its service offerings and activities with the business needs and priorities of the Washington court system. Allocation of scarce resources is based on customer decisions and reflects the customer's perspective of how the Information Services Division of AOC can best contribute to the business of the Washington courts. Service Management offers repeatable processes which will result in higher quality products and services. The service catalog benefit is a single source for reference for the menu of IT services available for customers that are aligned with the strategic view for AOC and the enterprise business functions. It promotes improved relationships between ISD and its customers by ensuring that service levels are defined and services are managed against those. The service catalog guides all the strategic and operational work in the enterprise.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
	✕			

JISC Approved Budget	**Allocated**	**Actual (thru August 31st , 2010)**
	$497,000	$0.00

Current Status

Scope	Schedule	Budget
●	●	●

Current Status Notes: Only the Service Catalog portion of the intiative has begun.

Initiative Progress

Project Start Date: September 2010	**Current Scheduled Completion Date:** March 2011

Activities Completed this Reporting Period	**Impact/Value**
• Service Catalog Project Manager assigned and the project has been initiated.	Use of formal project management techniques will help ensure high quality project results, which include a Service Catalog, as well as the organizational capability to maintain and enhance the Service Catalog, in consultation with their customers.
Activities Planned Next Reporting Period	**Impact/Value**
◦ Key AOC stakeholders confirmed, engaged.	Strong support and direction is in place. That will help ensure the project success.
◦ Kick-off meeting held for project team.	Provided insight into the project purpose, how it will assist improved customer support, and also helped to build team commitment to its success.

Approved Project Status Reports

Approved Project Reports

Approved Project: Superior Court Data Exchange

Executive Sponsor(s) Data Management Steering Committee *Rich Johnson, Chair of Committee*	**IT Project Manager:** Kathy Wyer **Consultant/Contracting Firm:** Cayzen

Description: The intent of the Superior Court Data Exchange project is to build and implement an enhanced technology infrastructure with leading standards that ensures sharing data between third party systems including local non-JIS systems. The project will also strive to define and implement a sustainable Operational Support Model for ongoing growth and expansion of data exchange services.

Business Benefit: The Data Exchange will eliminate redundant data entry, improve data accuracy, provide real-time information for decision making and reduce support costs through a common technical solution for sharing data.

Business Drivers	Organizational Capabilities Improvement	AOC Sponsored	Court Sponsored	Legislative Other
			✕	

JISC Approved Budget	**Allocated**	**Actual (thru August 31st , 2010)**
	$ 1,600,00	$297,568

Current Status

Scope	Schedule	Budget
●	▲	●

Current Status Notes: The following risks have been identified that have an impact on the project:

- The intial project underestimated the level of effort required to engage court workgroups, site visits, and extract business requirements and there are limited staff resources for the project.
- There was a change in AOC management for the project (CIO and the Project Manager) and the System Architect took another position and left the project.
- Limited Subject Matter Experts and resources are available. The scope change increased the quantity of the data exchanges, from the originally budgeted 22 to 44 which led to increased documentation and analysis.
- Calendaring pilot court (Kitsap Co.) only to partially test functionality – adding additional functionality for larger pilot courts may add to an increased scope and budget. Pilot courts don't find value in Documents Imaging exchange.

Initiative Progress

Project Start Date: Feburary 2010	**Current Scheduled Completion Date:** June 2011

Activities Completed this Reporting Period	**Impact/Value**
• Completed the technical architecture documentation that frames the proposed (future) solution.	This provides increased interoperability with other data exchanges
• Completed document as-is business model and requirements, and reached signoff of this documentation with the work group	Data needs were compared with those needs of calendaring, docketing and document imaging workgroups to assure continuity of exchanges
• Continued consolidation of business requirements into candidate business capabilities that will form associated data exchanges	The consolidation of requirements provides alignment of business capabilities with data exchanges
Activities Planned Next Reporting Period	**Impact/Value**
° Finalization of System Requirements and Service Specifications	Clearly defines the system requirements and service details to setup data exchanges.
° Continued work on improving efficiencies for tightening schedule.	Greater efficiencies will help move project along and tighten the schedule.
° Create business capabilities packages for Information Exchange Package Documentation (IEPD)	Provides the level of programming code required to make data available for web exchanges.

Approved Project: Superior Court Case Flow & Calendaring Feasibility Study

Executive Sponsor(s) Superior Court Judges Association (SCJA) *Judge Steve Warning, President of Association*	**IT Project Manager:** Deven Zipp **Consultant/Contracting Firm:** (currently in negotiations)

Description: The Superior Court Case Flow & Calendaring Feasibility Study (SCMFS) is intended to provide the research and analysis needed to make informed decisions on which software applications would meet the business needs of the Superior Courts for managing case flow and calendaring functions in support of judicial decision making and scheduling.

Business Benefits: A feasibility study of the available software vendors and how their products align with customer business needs will allow the courts and JISC to make informed decisions on which software applications would meet the business needs of the Superior Courts for managing case flow and calendaring functions in support of judicial decision making and scheduling.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
			✕	

JISC Approved Budget	**Allocated (thru July 31st 2010)**	**Actual (thru August 31st , 2010)**
	$ 0.00 *(Note JISC approved $250,000)*	$0.00

Current Status

Scope	Schedule	Budget
▲	●	●

Current Status Notes: The project is moving forward with the original scope of work that includes case calendaring and case flow for the Superior Court judicial officers and administrators.. The project team raised the risk of not having the clerks included in the current scope and the SCJA proposed to bring the County Clerks on as co-sponsors to the project. A decision to join the project is pending with the clerks.

Initiative Progress

Project Start Date: August 2010	**Current Scheduled Completion Date:** July 2011

Activities Completed this Reporting Period	**Impact/Value**
• The Statement of Work has been approved for initiating vendor contract negotiations	The Statement of Work clearly identifies the expectations for the vendor and the scope of the project.
✓ An Executive Sponsor Committee proposal was drafted	This committee will provide support and oversight for the project to ensure the project is aligned with customer needs and expectations.
✓ The first court subject matter expert (SME) session was held with judges and administrators to start validating business requirements and the technical requirements gathering has started.	Validating the business requirements with the customers is a critical step in ensuring that the feasibility study aligns with customer needs. In addition to business requirements, technical requirements give input into other key areas of consideration within the IT portfolio.
Activities Planned Next Reporting Period	**Impact/Value**
° Receive a decision about expanding the customer involvement to include the County Clerks	The clerks will play a key role in the success of the project.
° Complete negotiations with the winning vendor	Once negotiations are complete, the vendor can be brought on board and begin work.
° Continue validating business requirements with subject matter experts in the courts	Validating the business requirements with the customers is a critical step in ensuring that the feasibility study aligns with customer needs.

ISD Operational Area Status Reports

Operational Area: Architecture & Strategy

Kumar Yajamanam, Architecture & Strategy Manager

Includes: Enterprise Architecture, Solutions Management & Relationship Management

Description: Architecture & Strategy is a group within ISD that is responsible for providing strategic technology guidance in support of all services provided by ISD. The functions provided by the group include enterprise architecture, solution management, service catalog development, vendor management, enterprise security and business continuity planning.

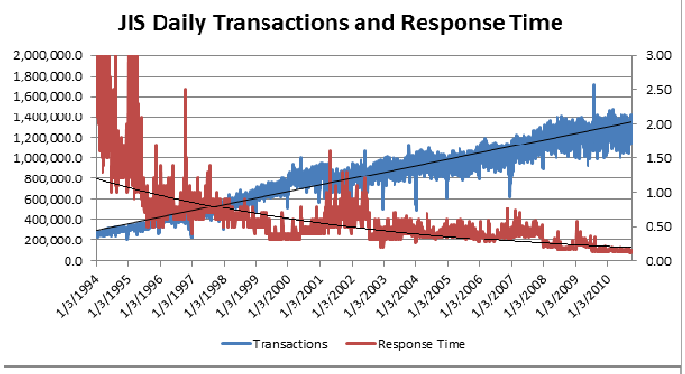
Activities Completed this Reporting Period	Impact/Value
✓ Business liaisons worked with court customers and stakeholders to form the multi-level courts user group – the 4th IT governance group – based on the August JISC meeting	Standing up a new 4th "recommend" group will ensure a broad look at requests that impact multiple court levels
✓ Business Liaisons are supporting communications to the IT Governance endorsing bodies and court level user groups as well as other associations, committees and groups	Providing consistent and clear communications on the IT Governance process will help facilitate its success.
✓ The Enterprise Architecture (EA) team completed presentation of the approved Future State Technical Architecture to key AOC technical staff	Spreading awareness regarding the technical strategy and roadmap of EA helps to increase understanding of EA.
✓ EA team is also supporting the review of several work orders for capability improvements such as for service catalog, solution management, master data management, etc.	By having the EA team involved in the work orders it brings in an enterprise perspective to these initiatives ensuring they follow EA principles.
✓ EA team is conducting the cost-benefit analysis for the conversion of legacy code written in a niche language Natural to either COBOL or Java.	The conversion from Natural is expected to provide significant cost savings
✓ Business analysts have been working on the Superior Court Case Management feasibility study requirements gathering and are preparing for the user sessions to be held later this month.	This is an important step in the feasibility study to ensure that the business needs are clearly stated and understood
Activities Planned for Next Reporting Period	**Impact/Value**
° The EA team will meet with the JISC workgroup established to identify the baseline functionality for determining what is available centrally verses locally at the state level	Identifying the baseline functionality that the JISC wants to make available at a state level will assist IT decision making across the organization.
° Business analysts will help facilitate the requirements gathering sessions for the Superior Courts Case Flow and Calendaring feasibility study	This is an important step in the feasibility study to ensure that the business needs are clearly stated and understood and can be vetted by the court community efficiently and successfully
° Business Liaisons will hold the first meetings for the multi-court level user group (MCLUG)	Standing up a new 4th "recommend" group will ensure a broad look at requests that impact multiple court levels
° Business liaisons will work with Service Delivery Manager to hold a table-top workshop for the JISC to work through the IT Governance approve and schedule steps	Conducting a table top exercise will help identify questions and decisions that need to be made by the JISC prior to having real IT requests to decide on.

Operational Area: Infrastructure

Dennis Longnecker, Infrastructure Manager

Includes: Desktop Unit, Network Unit, Server Unit, Support Unit & System Database Unit

Description: AOC ISD operates and supports the computer related operational needs of the AOC, Temple of Justice, and Court of Appeals, along with the Judicial Information System (JIS) applications, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections System (JCS), Appellate Court System (ACORDS), JIS Calendaring (CAPS), e-Ticketing and web services, and applications. The infrastructure team in ISD supports the servers (hardware and operating systems) that run all the necessary software applications. Although existing user systems are dated, the systems they run on are current and state of the art. Having a state of the art infrastructure and a team dedicated to maintaining it ensures that the courts and partners throughout Washington State have access to the JIS systems, the data is secure and that downtime for system users is minimized.

Activities Completed this Reporting Period	Impact/Value
✓ September 2010 Disaster Recovery Test completed	The test was extremely successful with all JIS production systems fully restored in Scottsdale Arizona; a new location for us.
✓ New security system server implemented. Rolled up as production server. Backed up and restore plan implemented	Now AOC is able to administer and maintain the security server at the Olympia AOC location.
Activities Planned for Next Reporting Period	**Impact/Value**
° Continue the review of September 2010 Disaster Recovery test and start the planning of the March 2011 Disaster Recovery test.	Ensures that the entire JIS systems and all data stored by the AOC is prepared for any disasters with minimal downtime
° Continue the Proof of Concept for virtual desktops	Virtual Desktops have the potential of increasing the lifespan of the desktops delivered to staff.
° Implement Wireless Meeting password system.	This will allow people attending meetings at a AOC location to access the wireless system to use a single password assigned for the day rather than everyone using a unique one
• This graph shows the JIS daily transactions since 1994. The transactions have gone from about 200,000 transactions a day with a response time in JIS of over 3 seconds to over 1.2 million transactions a day while the response time has decreased to under .25 seconds. This demonstrates how the infrastructure team has been able to increase the volume on JIS but decrease the wait time for transactions for JIS users.	

Operational Area: Data Management

Jennifer Creighton, Data Management Manager

Includes: Database Unit, Development Unit, Data Warehouse Unit

Description: *The Data Management Section is comprised of three separate units:*
Data Warehouse: The enterprise data warehouse is a repository of historical information that allows courts to query data for managerial and historical reporting. Case and person data is consolidated from SCOMIS, JIS, ACORDS, and JCS for reporting across all court levels. Court specific data marts provide users the ability to query information by specific court level. The information in the warehouse is accessed using a query tool called Business Objects XI (AKA BOXI). The ability to run queries and reports on historical information on court data provides business intelligence and insight into patterns, trends, issues and gaps in that data that can be used for research analysis, improvement of business functions, risk assessment and other business needs. Reports from the enterprise data warehouse can be run on demand or scheduled on a preset basis and the output can be sent to the desktop, or sent to an email address or a file folder making the information easy to share and obtain.
Development Unit: The development team is tasked with staffing active projects. They complete requirements analysis, coding, unit testing, and implementation to production of new applications. Work performed by the Development Unit is reported separately under the project(s) to which the staff is currently assigned.
Database Unit: The database unit provides a support role to the data warehouse team, the development team, and the operations section (legacy maintenance). They are responsible for designing the underlying table structures, creating indices to improve performance, maintaining data dictionaries, providing review of proposed changes and additions to the database tables, and creating standards for the creation and maintenance of the databases.

Activities Completed this Reporting Period	Impact/Value
Data Warehouse Unit ✓ Prepared superior court case management reports for release at the end of September.	This will allow superior courts to run all case management reports on demand, as well as giving them the ability to manipulate the data and to add additional information pertinent to their courts.
✓ Prepared the Court Profile report for release at the end of September.	Previously, courts had to submit an e-service request to have the report run. Turn-around time varied depending on availability of resources. Release Court Profile on the warehouse will allow the courts to run the report on demand at any time.
✓ Updated the juvenile data mart to support creation of pending caseload reports for juvenile departments.	This will assist courts in maintaining proper flow of cases and ensuring they are closed in a timely manner.
✓ Implemented a new JCS referral code.	This code supports more efficient creation of the Juveniles with Deferred Dispositions Report, a report which supports the legislative mandate to seal juvenile records once the respondent has reached the age of 18 and has no outstanding criminal activity.
✓ Performed maintenance on the CLJ data mart to simplify the underlying structure.	These changes will help improve the response time of queries accessing the CLJ information.
✓ At the courts request, added additional parking citation information to the data warehouse load.	This was the internal change required before updating the user interface which will be completed next month.
✓ Completed tuning of the public data warehouse (PDW) to maintain the time it takes to load the information.	Due to increasing the information provided in the PDW to support judgment cases, the load time was beginning to exceed the allotted window. This tuning keeps the load time within the window so that the information provided on the public website remains current within two hours.

Database Unit ✓ Completed indexing of the CLJ docket table to speed the generation of e-ticketing reports.	Improved the speed of generating e-ticket reports.
Completed data dictionary entries for 63 code tables.	The updated data dictionary will help development and operational staffs use the tables correctly and efficiently.
✓ Prepared materials for discussion regarding the hardware to be used for the Master Data Management (MDM) initiative.	This included calculations regarding total cost of ownership and a comparison of options offered by various providers. These materials will assist ISD in choosing the most cost effective solution to meet the needs of the initiative.
Activities Planned for Next Reporting Period	**Impact/Value**
Data Warehouse Unit ° Conduct meeting among court accounting experts to refine the request to add accounting information to the warehouse. .	Prepare updated analysis and estimate based on new input
° Release superior court caseload reports to production as described above.	Complete testing on and then release the appellate quarterly time in process report to production.
° Continue testing latest updates to the Business Objects software.	This update will allow users to invoke new features such as the ability to use the output from one query as the input to a second or to import an Excel or other file to use as input to a query.
° Continue working on building Supreme Court and Court of Appeals annual caseload reports.	
° Continue creation of Courts of Limited Jurisdiction annual caseload trend reports.	
° Tuning of data marts and user interfaces to continually improve response time.	
Database Unit ° Continue preparation for master data management initiative.	
° Support data warehouse and operations staff as necessary.	

Operational Area: Operations

Bill Cogswell, Operations Manager

Includes: All application units; Web team, Java team, Legacy team, Juvenile & Corrections System team, also includes Service Delivery, Portfolio Management and IT Governance

Description: AOC ISD Operations teams support new projects and the ongoing maintenance of legacy systems including the Judicial Information System (JIS) application, the Judicial Receipting System (JRS), Superior Court Information System (SCOMIS), Juvenile and Corrections System (JCS), Appellate Court System (ACORDS), JIS Calendaring (CAPS), e-Ticketing and web services.

Activities Completed this Reporting Period	Impact/Value
° Legacy team continued work on JIS Application programming efforts for changes mandated by ESHB 2464 Vehicles in Emergency Zones, effective 01/01/2011.	Legislative mandate due 1/1/2011
Domestic Order program improvements: Court will now see on the Individual Case History and Defendant Case History screens if there is any active DV order on the case.	New status lets the court know whether there is an order on the case and what the status of that order is. It previously only showed the status of the most recent order which could be misleading. Provides additional information to court to improve decision making.
√ Corrected an error in the JIS Parking subsystem so that it will correctly select eligible cases and submit them to DOL to request a hold be placed on the vehicle's registration	Improves accuracy of parking information sent to Department of Licensing
√ Java group completed phase 1 of eTicketing Stabilization project;	Significant improvements in performance and capacity noted
√ Java group released new version of JABS;	Improved performance of image retrieval, fixed known errors and improved application security
√ Java group released new version of ACORDS	Resolved four known errors to improve customer satisfaction
√ Web Team made Court of Appeals Division 3 court briefs available on the website	Provided information to stakeholders
√ Web Team revamped the Education section of the Extranet.	The new look should improve access to class information. Additionally, new processes have been added that allow AOC staff to manage the vast majority of the Education pages without assistance from the web team.
√ Web Team improved performance of eTicketing reports.	Improved performance for customers
√ Web Team updated all yearly Local Court Rules.	Information sharing with stakeholders
√ Legacy team to complete JRS upgrade to Superior Courts	Implements update to accounting software
√ Juvenile and Corrections System (JCS) team released new version of JCS application.	The new version includes the ability to specify time spans for disposition conditions (curfew tracking feature)
√ JCS Team installed a new version of the Law Table maintenance utility	Improved maintenance feature extended to customers
√ Worked on 121 RightNow tickets	Customer service though incident resolution
Service Delivery & IT Governance	
° Service Delivery and Web Team IT Governance website Improvements	Advancing the new governance effort
° Service Delivery worked with Business Liaisons to establish AOC Court-Level User	Advancing the new governance effort

Groups	
° Web team added JISC Sub-committees to Endorsing groups	Advancing the new governance effort
° IT Governance successfully processed 21 IT requests through the governance process.	The new governance system provides accountability, transparency and inclusion of the customer groups for IT decision making.

Activities Planned for Next Reporting Period	Impact/Value
° Operations to participate in September Disaster Recovery exercise	Ensures business continuity in case of emergency
° Java team ACORDS release	Customer improvements and resolution of known errors
° Java team continued work on eTicketing stabilization	Customer improvements and expansion of capacity
° Web Team will test updates for application and database software.	Work authorized by the JISC as an outcome of the Case Search Workgroup
° The Web Team will release next installment of the IT Governance Portal, “AOC Analysis Completion” and “Endorsement Confirmation.	Improvements to displays have also been incorporated in this release.
° Java team expects to have testing and validation ready for eTicketing RMS project	RMS is an initiative that will benefit law enforcement agencies
Service Delivery & IT Governance	
° Service Delivery and Web Team IT Governance website improvements	Advancing the new governance effort
° Complete table top exercise on IT Governance with JIS Committee	Advancing the new governance effort
° Continue to process IT requests through the IT Governance process	Advancing the new governance effort

Operational Area: Standards & Policies:

Jody Graham, Standards & Policies Manager

Includes: Project Management Office Coordination, Quality Assurance and Test Group, Standards and Training, Resource Coordination, and projects.

Description: Standards & Policies (S&P) is a group within ISD that is directed to enable best practices and promote adherence to standards and measurements for sustained success. To support this mission, all areas of S&P work to increase the Washington State Court Business value derived from Information Technology (IT) projects, and enhances AOC capabilities in managing IT projects. These S&P services are provided in the Project Management Office, the Transformation Roadmap Initiatives, Resource Coordination, Standards & Training, Quality Assurance and Testing.

Activities Completed this Reporting Period	Impact/Value
Quality Assurance and Test Group	
° The Quality Assurance team completed drafts of the work orders for Capability Maturity Model and Software Quality Assurance	These work orders outline the expectations and activities for each function.
° The new Software Quality Assurance SharePoint web site has been developed and is in final review.	The SharePoint site will provide one place where all test team project information can be shared easily. Additionally it provides understanding, accountability and efficiencies while providing standards and best practices in software quality assurance.
° The test team completed testing on the following projects • ETP phase one • Accords build release 71.3 • Sector Version 1.9.7.3 • JCS build 118 • Three new BOXI reports	Testing increases reliability, identifies potential problems and improves service delivery.

Activities Planned Next Reporting Period	Impact/Value
Quality Assurance and Test Group	
° Software Quality Assurance And Capability Maturity Model work orders signed off	These work orders outline the expectations and activities for each function
° The Quality Assurance team completed drafts of the Software Quality Assurance (SQA) Project Charter DED, Project Charter, Work Plan and Schedule	These initiation documents define the work to be completed implementing SQA in ISD
° The test team completed testing on the following projects • ITG Portal Phase II • BOXI Alert report ° The test team is currently testing the following projects and enhancements • VRV • SCDX • E-Citation Phase II • SCMFS • VRV Performance testing • JRS/JIS Batching Receipting of Credit Cards • SMC upload process • ESHB 2464 Emergency Zone Leg Request • eTrip RMS • JRS Windows 7 compatibility testing • JCS Build 120 • Sector Build 1.9.7.4	Testing increases reliability, identifies potential problems and improves service delivery.

Operational Area: Standards & Policies

Maintenance Project: Parking Module Enhancement –VRV Data Services

Executive Sponsor Data Management Steering Committee *Rich Johnson, Chair of Committee*	**IT Project Manager:** Kathy Wyer
Business Area Manager Jody Graham, Standards & Policies Manager	**Consultant/Contracting Firm:** CodeSmart

Description: Vehicle Related Violations (VRV) was designed to automate the input and submittal of parking violations as received by local courts through local enforcement agencies (LEAs). The VRV website provides a service for jurisdictions to get access to the technical information and data needed for them to setup and build data exchanges for use on the jurisdictions side. The AOC has successfully implemented VRV DX solution with Everett Municipal Court and is now preparing to execute the final two planning steps required before making VRV broadly available statewide. The focus of this engagement between CodeSmart Inc. and AOC is to enable VRV Operational Readiness inclusive of performance tuning, infrastructure setup, and transition to ISD Operations for ongoing support and maintenance.

Business Benefit: The VRV Operational Readiness Project will prepare a solution for extended pilot use and eventual state wide implementation. The ongoing work will improve performance for the VRV pilot application with the goal of handling anticipated workload and transaction capacity, perform infrastructure cleanup and ensure optimal environment configuration for ongoing support and maintenance. The Customer Website for Data Services is ready for the extended pilot.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
			✕	

Current Status

Scope	Schedule	Budget
●	●	●

Project Progress

Project Start Date: March 2010	**Current Scheduled Completion Date:** November 2010.

Activities Completed this Reporting Period	Impact/Value
✓ Work continued on setting up the Performance Benchmark Testing Environment	Required to validate the ability to withstand impact of increased volume.
Activities Planned Next Reporting Period	**Impact/Value**
° Continue work on System Optimization Tasks	Improve system functions
° Continue work on the Performance Benchmark Testing Environment	Required to validate the ability to withstand impact of increased volume.

Operational Area: Standards & Policies

Maintenance Project: Parking Module Enhancement Approved Projects: e-Ticketing Stabilization

Executive Sponsor Vonnie Diseth, CIO	**IT Project Manager:** Kathy Wyer
Business Area Manager Jody Graham, Standards & Policies Manager	**Consultant/Contracting Firm:** CodeSmart

Description: E-Ticketing is a Statewide Electronic Collision & Ticket Online Records (SECTOR) data-collection system that provides Law Enforcement Officers with the ability to create and submit tickets & collision reports electronically from their patrol car or other agency computer. SECTOR provides an automated, fully electronic process in place of current paper-based processes for issuing tickets and collision reports. This effort, supported by the eTRIP Governance Committee and program endorsers, is a joint venture of the Department of Information Services (DIS), Washington State Patrol (WSP), Administrative Office of the Courts (AOC), Washington Traffic Safety Commission (WTSC), the Department of Licensing (DOL) and the Washington State Department of Transportation (WSDOT).

Business Benefit: E-Ticketing will decrease the amount of paper and manual processes needed while increasing efficiencies and access to data.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
	✕			

JISC Approved Budget	**Allocated**	**Actual (thru August 31st , 2010)**
	$ 225,000	$3,228

Current Status

Scope	Schedule	Budget
●	●	●

Project Progress

Project Start Date: March 2010	**Current Scheduled Completion Date:** November 2010

Activities Completed this Reporting Period	Impact/Value
✓ Continued work on developing testing scenarios.	Testing scenarios are used to prevent overload of inbound and outbound messages.
✓ Continued work on performance testing Phase 2 work	Performance testing ensures that the project goals of being able to meet the projected transaction volumes are met.
Activities Planned Next Reporting Period	**Impact/Value**
° Continue work on developing testing scenarios	Testing scenarios are used to prevent overload of inbound and outbound messages

Operational Area: Standards & Policies

Adult Risk Assessment (ARA) Feasibility Workgroup

Executive Sponsors -Superior Court Judges Association (SCJA) *Judge Warning, President* -District & Municipal Court Judges Association (DMCJA) *Judge Brown, President*	**IT Facilitator:** Martin Kravik
Business Area Manager Jody Graham, Standards & Policies Manager	**Consultant/Contracting Firm:** n/a

Description: The purpose of the Adult Static Risk Assessment Feasibility Workgroup is to provide an analysis of the feasibility to implement an Adult Risk Assessment tool for statewide use. Superior Courts and Courts of Limited Jurisdictions are interested in implementing a validated, actuarially based risk assessment tool to provide trial courts standardized calculations of adult defendants' risk to commit future violations. Additionally, there is the possibility of developing, in partnership with the Department of Corrections, a broad-based system that leverages the efforts of both agencies.

Business Benefit: An Adult Risk Assessment tool would allow judicial officers to receive an assessment score for each defendant that represents a weighted evaluation of defendant attributes such as demographics, criminal history, commitments, and supervision violations. This provides judges a streamlined, consistent, and reliable representation of a defendant's background during the pre-trial process to improve decision making.

Business Drivers	Organizational Capability Improvement	AOC Sponsored	Court Sponsored	Legislative Mandate
			✕	

Current Status

Scope	Schedule	Budget
●	●	●

Current Status Notes: The Adult Risk Assessment was submitted and started prior to the IT Governance process being in place. The current status of the ADA request in relation to the IT Governance process is that it is now in the Analysis stage, Step 3. This request was initiated before the JISC had an IT Governance process in place. Since then, the request has been input into the IT Governance request system and is making its way through the process similarly to any other IT request. Since a Decision Package has already been submitted to the Legislature for this request, the approach for a Feasibility Workgroup is both reasonable and prudent to gaining a better, more thorough, understanding of the request in preparation for potential questions or action from either the Legislature (during their upcoming session) or from JISC. Although this is not yet an "approved" JISC project, it still should be reported on and included in the JISC Monthly Report. We are planning to use AOC internal resources (ISD and JSD staff time) on the assessment and not spend any JISC funds on contracted resources.

Progress September –n/a 100%

Start Date: TBD	**Current Scheduled Completion Date:** TBD

Activities Completed this Reporting Period	Impact/Value
✓ A draft proposal to create a feasibility work group was developed and advanced to ISD executive leadership for consideration.	If approved, the feasibility work group will perform high-level modeling of both the business process and automation process and use the models to examine alternatives and costs.
Activities Planned Next Reporting Period	**Impact/Value**
° AOC leadership to review proposal and decide next course of action.	

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